



Objective is seen as an enable, it is helping to improve the access to **information** and **collaboration** across the Council whilst managing the **governance**.

Steve Fletcher, Head of ICT and Capital Programmes, Middlesbrough Council



Objective ECM

A journey to information excellence

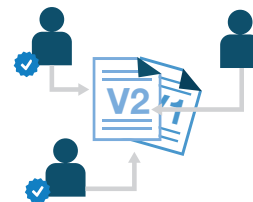
Middlesbrough Council has been on a journey to improve access to information and collaboration across the council. Much needed structure and organisation has been brought to Council information, ensuring that knowledge is captured and not lost.

By removing information silos to create a single view of the citizen, Customer Service has improved significantly, with front line staff finding it easier to retrieve up-to-date, relevant case files.

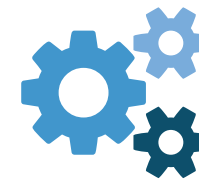
Automating admin-intensive business processes such as FOI requests and coroner's bookings, has also led to improved staff productivity and efficiency savings across the council.

Using Objective ECM to help improve access to information and improve collaboration across department, Middlesbrough Council now enjoys:

- Compliance - Helping to achieve legal and information governance compliance
- Collaboration - Greater collaboration, sharing, visibility and accessibility of Council information
- Single view of the citizen - Integrating key business systems and information repositories, delivered high level of user adoption and a single view of a citizen
- Streamlined business processes - Automated workflows helping streamline and improve business processes



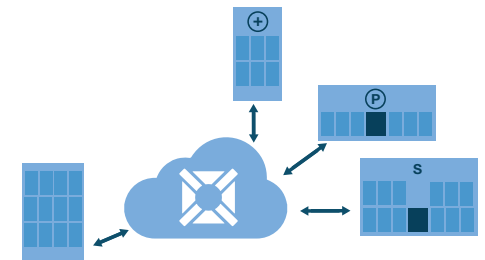
SINGLE SOURCE OF THE TRUTH



STREAMLINE BUSINESS PROCESSES



INTEGRATING ECM INTO BUSINESS SYSTEMS DELIVERS
A SINGLE VIEW OF THE CITIZEN



COMPLETELY AUDITABLE COLLABORATION

WITH EXTERNAL AGENCIES LIKE HOSPITALS, SCHOOLS & POLICE